



# CRDAMC Now

*Initiatives to improve your health care*

**Carl R. Darnall  
Army Medical Center**

Fort Hood, Texas

April 2010

The photo shows the patient parking area in front of Darnall Army Medical Center. The buildings at the top of the photo are the Warrior Combat Stress Reset Program and the TRICARE Service Center. Patient parking also includes the parking area in front of the Emergency Room.



## How to Access Health Care

### NURSE ADVICE LINE

Speak to a Registered Nurse 24/7

Advice about urgent health issues

Guidance on non-emergency issues. Information about self-care for injuries and illnesses  
1-254-553-3695

### APPOINTMENTS ONLINE

Register online to make appointments

And refill prescriptions on the Web at

[www.tricareonline.com](http://www.tricareonline.com)

### EVENING APPOINTMENTS

Thomas Moore Health Clinic  
58th Street & 761st Tank  
Destroyer Blvd.

Appointments from 5—8 p.m.

On Monday, Tuesday, and  
Thursday

Call 254-288-8888

### WEEKEND WALK-IN CARE

Thomas Moore Health Clinic  
58th Street & 761st Tank  
Destroyer Blvd.

Saturday & Sunday

From 8—11 a.m. and 1—3 p.m.

### QUICKCARE

Prompt treatment of minor injuries and sudden illnesses

Walk-in Care for Families  
enrolled to

Bennett Health Clinic, West  
Fort Hood Health Clinic and  
Thomas Moore Health Clinic  
Monday through Friday

From 8 a.m.—5 p.m.

## Darnall Medical Center re-designates parking areas

By Jeri Chappelle  
CRDAMC Public Affairs

### Separate lots for patients, staff

Officials at Carl R.

Darnall Army Medical Center met frequently over the past two weeks to solve the parking situation at the medical center and came up with a two-phase plan to increase the number of parking spaces for patients. The plan kicked off Monday, Mar. 29.

"If we are going to provide accessible health care for the Fort Hood community, it's our responsibility to provide parking for the patients and for the staff members that keep the medical center functioning for our patients," said Col. Steven E. Braverman, medi-

cal center commander. "Our two-phase plan calls for re-designating current parking areas and creating more spaces," Braverman said.

Complicating the effort is the fact that 344 spaces will be lost in early April when construction workers tear down the buildings of the Warrior Transition Brigade in Rough Rider Village to build a new headquarters for the brigade. Parking spaces used by Warriors in Transition and WTB staff and the parking area around the helicopter pad will be used for construction purposes.

"While we have more patients and staff than parking places, there is very little room for us to expand and add more spaces so that patients will be within walking distance of their appointments," Braverman said.

Lt. Col. Hawkins, project manager for the plan, estimates that Darnall needs approximately 2330 spaces, 320 more than the existing 2010 parking spaces.

"The immediate solution and the first phase of the plan is to re-designate parking areas so that both patients and staff have dedicated parking areas," said Hawkins.

Over the Easter weekend, workers moved signs and added more signs directing patients to the parking area directly in front of the hospital and along the west side of the hospital directly in front of the Emergency Room.

Starting Monday, April 5, staff began parking in the areas on the southeast sides of the medical center with overflow parking north of

**See Parking back page**

**PARKING**, continued from page 1

Medical Center,” Braverman said.

Reserved spaces for handicapped, pregnant women, and Wounded Warriors will remain in their current locations.

Braverman sees enforcement of the parking policy as the immediate barrier to making the solution effective.

“We’re going to have military personnel directing patient and staff flow to the appropriate parking areas until the community and staff adjust to parking areas,” Braverman explained. Military personnel will be in the parking areas directing patients and staff between 6 a.m. and 8 a.m. until April 12.

Phase II calls for creating more parking spaces for staff and visitors in the upcoming months. In April, construction of a gravel parking lot adjacent to Billy Johnson Dental Clinic will expand parking for staff by 150 spaces. Construction begins May 1, to close the main road in front of Darnall Medical Center and create 200 additional parking spaces for patients. This project is expected to be completed by October 2010.

The current renovation of building 36001 just behind Darnall caused a loss of over 70 parking spaces. That project will conclude in October and will add another 70 spaces for staff that work in buildings north of the medical center.

“With all these changes, we still may not have enough parking spaces,” Braverman said. “It may be necessary to bus some staff members from overflow parking areas away from the medical center.”

Braverman said he has to take into consideration costs for a shuttle, Union agreements, morale of staff, and the safety of everyone when making these decisions. Many proposed sites do not have sufficient lighting or crosswalks required by various agencies.

The medical center commander is



The photo above shows the Staff parking area at 7:30 a.m. each morning. Staff also park in areas by the Billy Johnson Dental Clinic and behind Hood Stadium. A gravel parking area will be built behind the Soldier and Family Assistance Center to accommodate overflow parking.

listening to his staff’s opinions, concerns, and suggestions through daily Commander’s Calls, frequent writings on his blog, and a command survey by Email. “Without staff buy-in, we can’t make this work, and we’ve had some great responses through the blog, and we will make adjustments as we go along” Braverman said.

Another method to increasing parking spaces is to divert to other buildings those patient services that do not need to be located in a medical setting. A new drive-thru pharmacy located at the Thomas Moore Health Clinic on 58<sup>th</sup> Street and 761<sup>st</sup> Tank Battalion Ave. is set to open in late summer; And Darnall is coordinating efforts to move the hand-written prescriptions pharmacy area to a location outside the medical center that is more convenient to patients.

“We’ve also received approval to establish three community-based clinics in local communities. Our goal is to have the right provider, providing care at the right time, using the right venue that’s best for the Soldiers’ Families by making primary care services easier to obtain,” Braverman said. The clinics are just another expansion of the quality health care Families of active-duty Soldiers currently get at Darnall Medical Center. They will be in leased

spaces off post and staffed with civilian employees.

“This initiative improves access to primary care by reducing reliance on emergency rooms at medical treatment or network facilities for routine health care needs,” Braverman said.

He emphasized that all these changes will take time, but eventually parking will no longer be a hot issue at Darnall.

“We are asking the community to support us in our effort to provide accessible parking for both patients and

## **Appoints and prescription refills available online**

Schedule appointments and refill your prescriptions at any time by registering online at [www.tricareonline.com](http://www.tricareonline.com) Things you need to know when registering:

- Fort Hood Is located in Region 18-South’
- The Military Treatment Facility at Fort Hood is Darnall AMC.
- You are registering as a beneficiary.